

Service Evaluation Process

Quantitative Data

- Total Vehicle Miles
- Total Vehicle Hours
- Ridership
- Productivity Measures in Terms of
 - Passengers per Mile
 - Passengers per Hour
 - Passengers per Vehicle

Qualitative Data

- Field Observations
- Bus Operator Interviews
- Street Supervisor Interviews
- Customer Relations Officers Interviews
- Citizens Advisory Committees Input
- Rider and Stakeholder Input

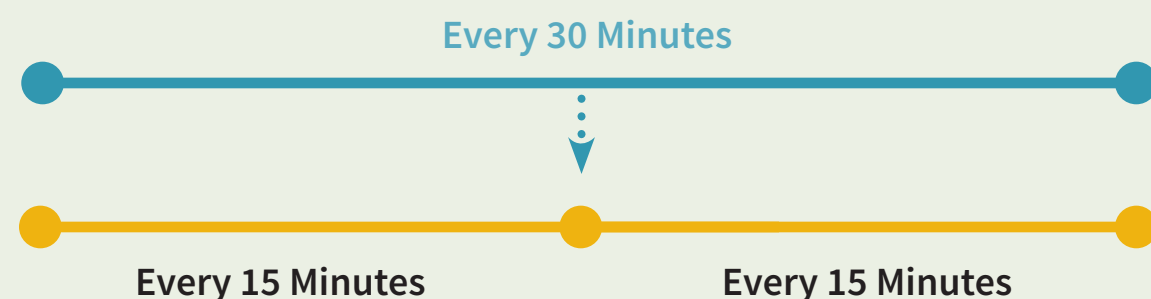


Idea: Changing Level of Service

Increase Frequency/Hours of Service

There are routes that dictate an increase in frequency, often due to overcrowding. Increasing the amount of service offered either by adding hours earlier in the morning or later in the evening or increasing the frequency of the bus will help alleviate overcrowding and provide a better quality service.

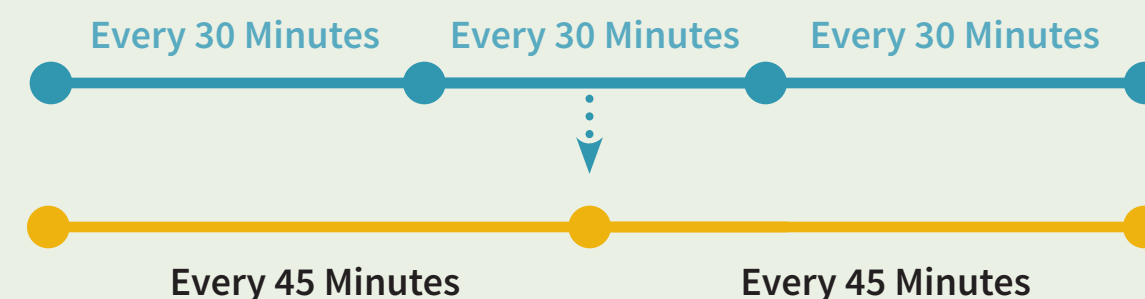
CONCEPT:



Decrease Frequency/Hours of Service

For routes that have low productivity, one of the first options is to decrease their level of service, either by reducing frequency or providing fewer hours of service each day.

CONCEPT:



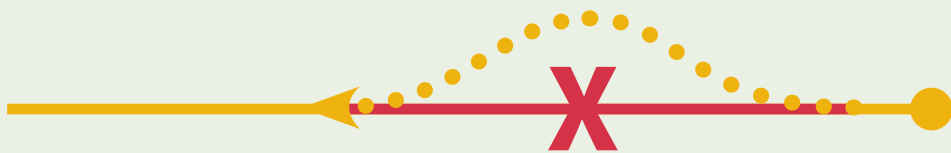
Questions: What routes do you think need higher or lower frequency?
What routes do you think need to start earlier or end later?

Idea: New Connections

Route and Segment Realignment

A route may be more efficient, attract greater ridership and/or provide better transfer connections if it were to operate on a different alignment.

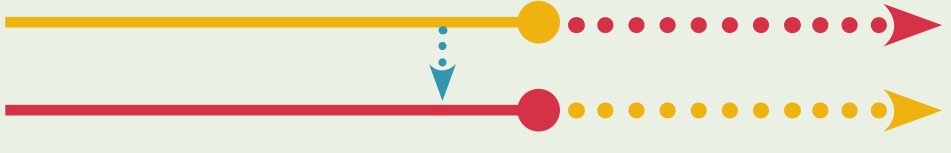
CONCEPT:



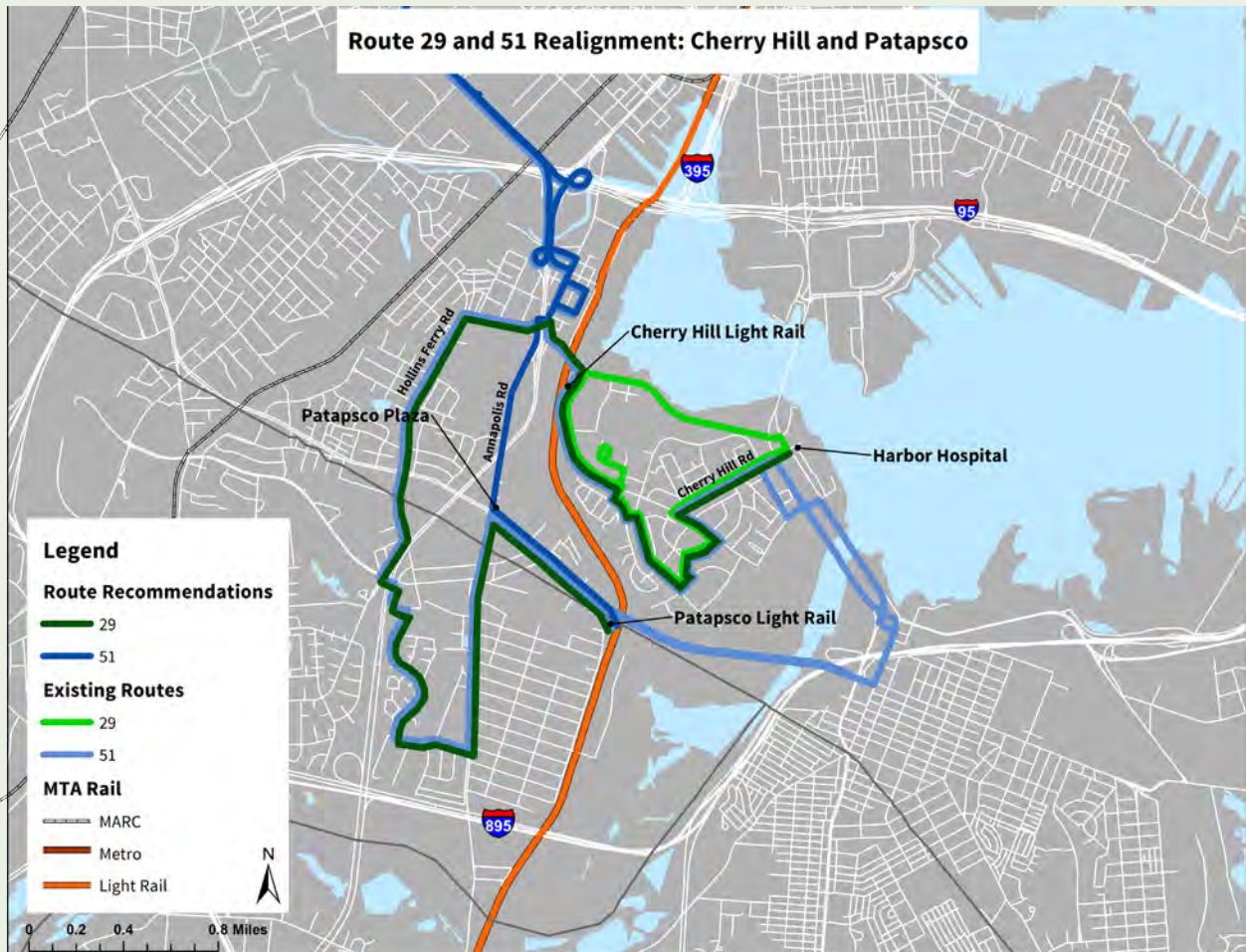
Segment Transfer

Service can become more efficient if a portion of one route were to be transferred or added to the alignment of another route.

CONCEPT:

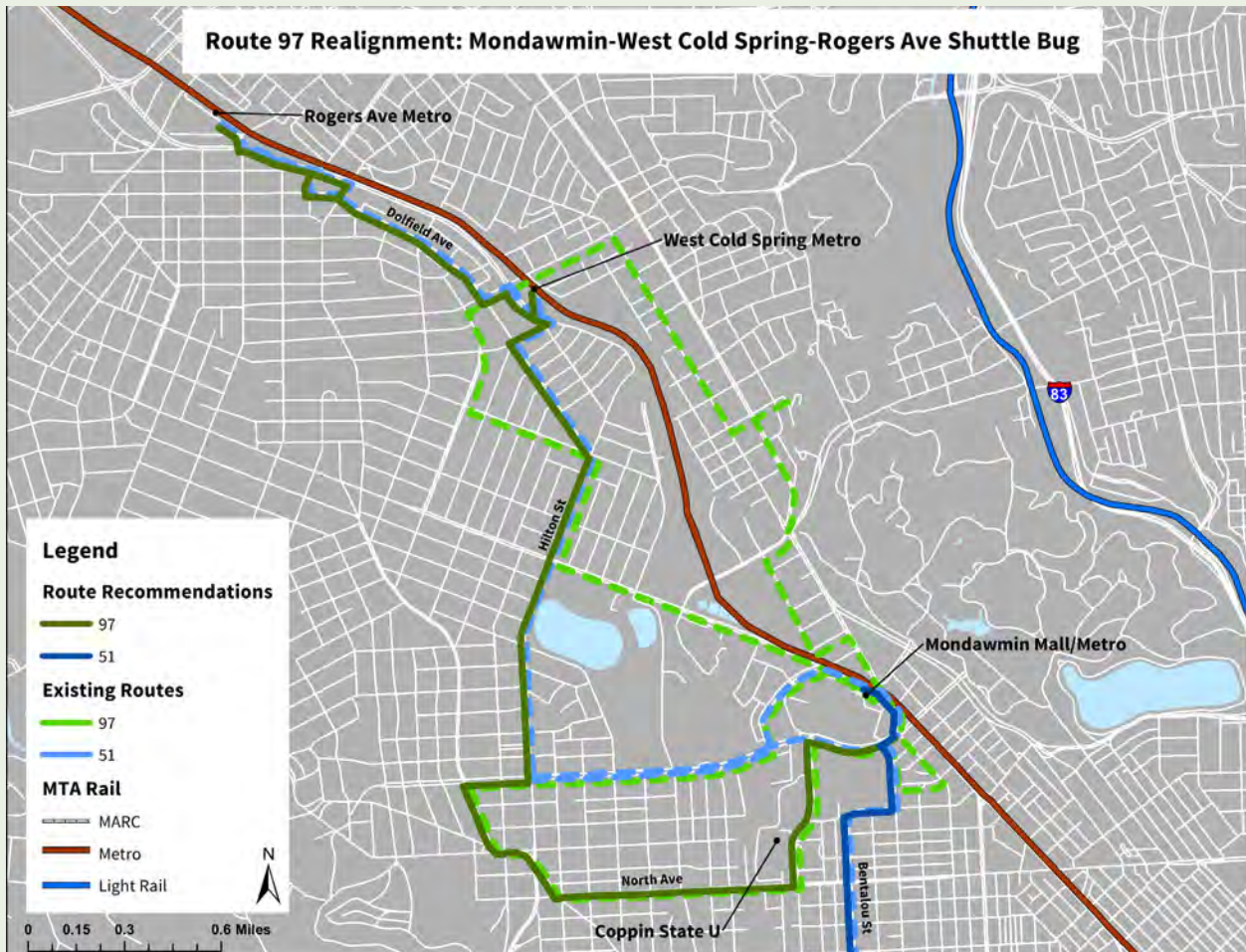


Example



Question: What routes do you think need to be realigned?

Example



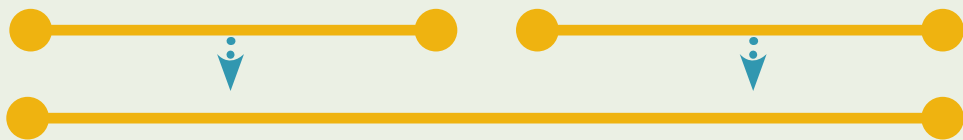
Question: Are there segments of an existing route you believe would make more sense transferred to another route?

Idea: Combining or Splitting Routes

Route Combination

Combining two routes together based on the best elements of each route can improve productivity and efficiency.

CONCEPT:



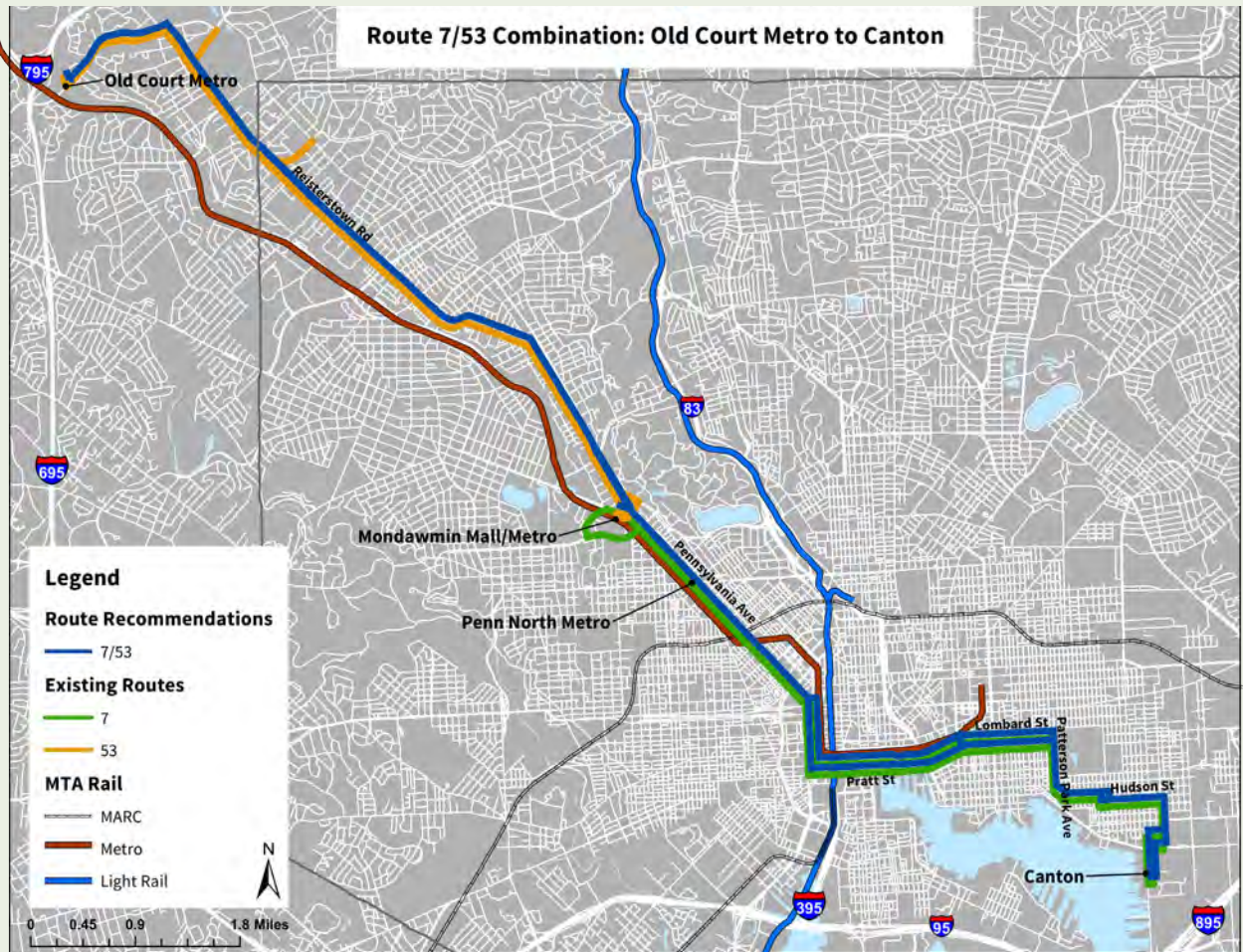
Route Split

Splitting a route's trip distance in half can help improve the route's performance, especially in areas with major bottlenecks.

CONCEPT:

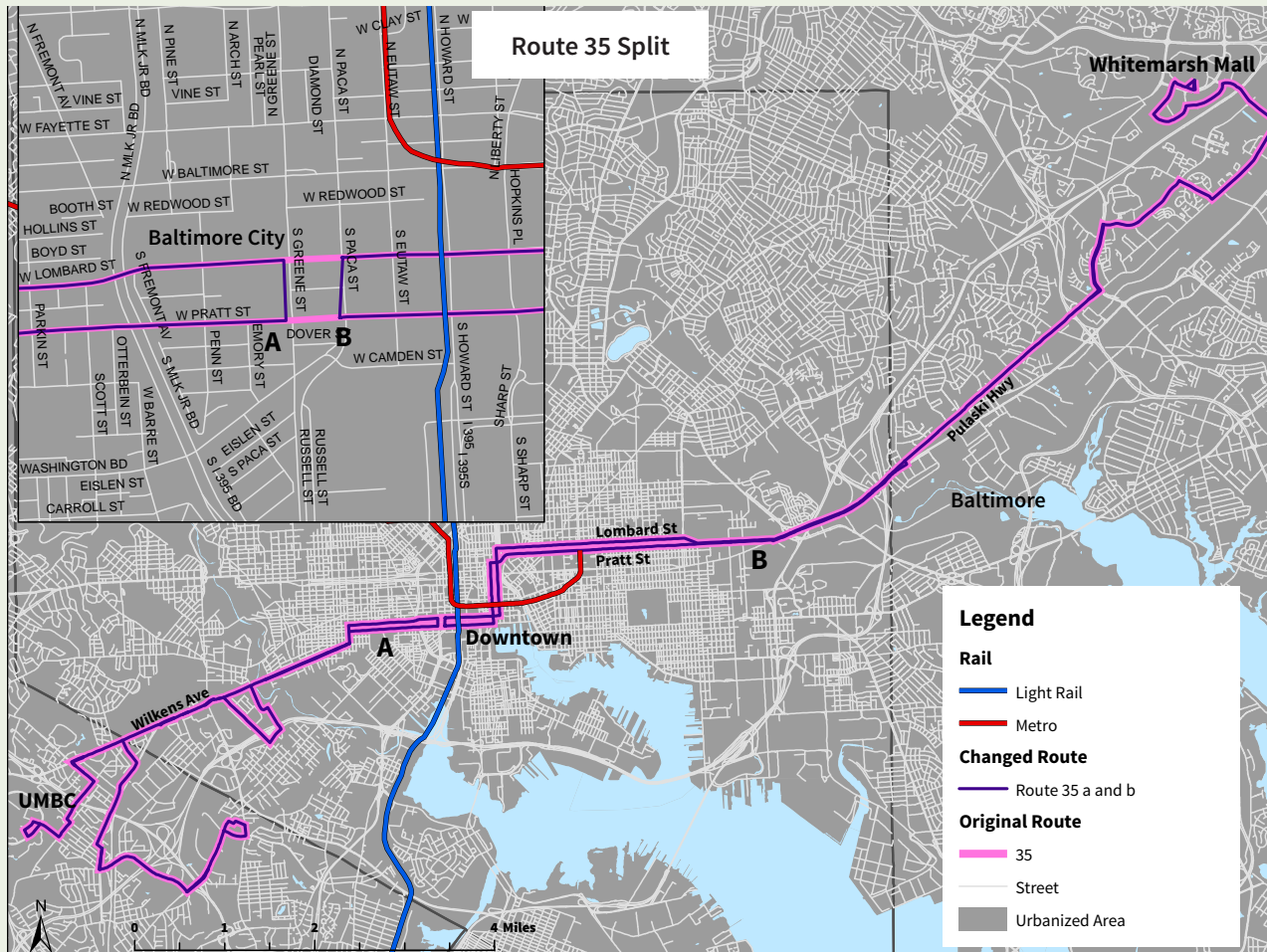


Example



Question: Are there two routes you believe should be combined?

Example



Question: Is there a route you believe should be split in half?

Idea: New Markets

Route Expansion

A route’s alignment can be lengthened in order to offer service to a new or developing market or serve an area unserved by transit.

CONCEPT:



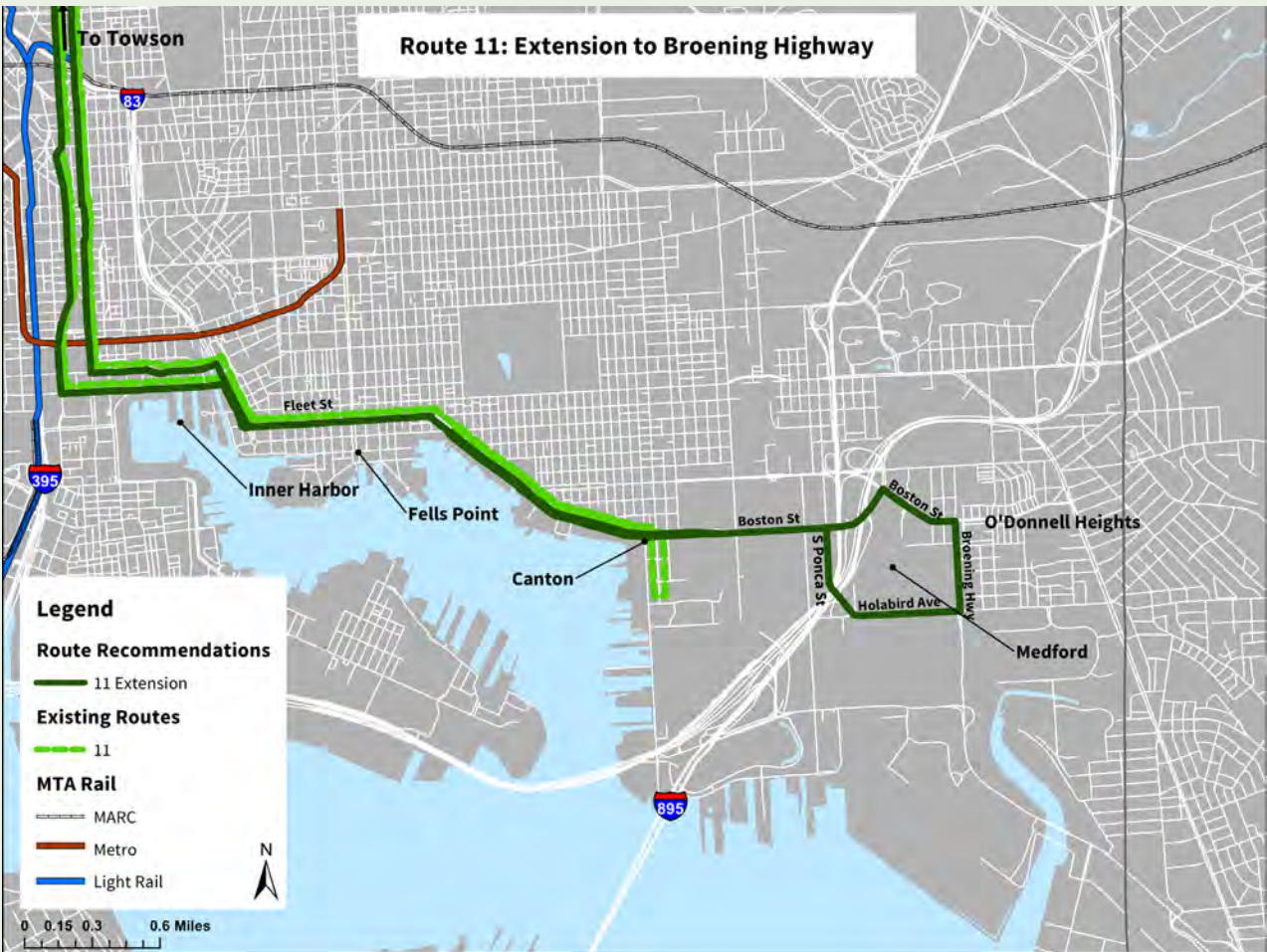
New Routes

A new route can be developed to meet the needs of new transit corridors or markets.

CONCEPT:



Example



Question: Are there any areas or places you believe a route should be extended to serve?

Example



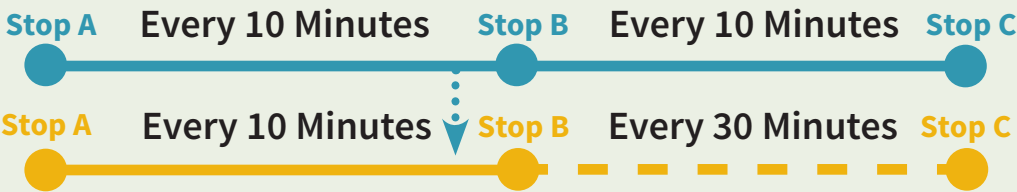
Question: Are there any areas or places you believe a new route should be created to serve?

Idea: New Alignments

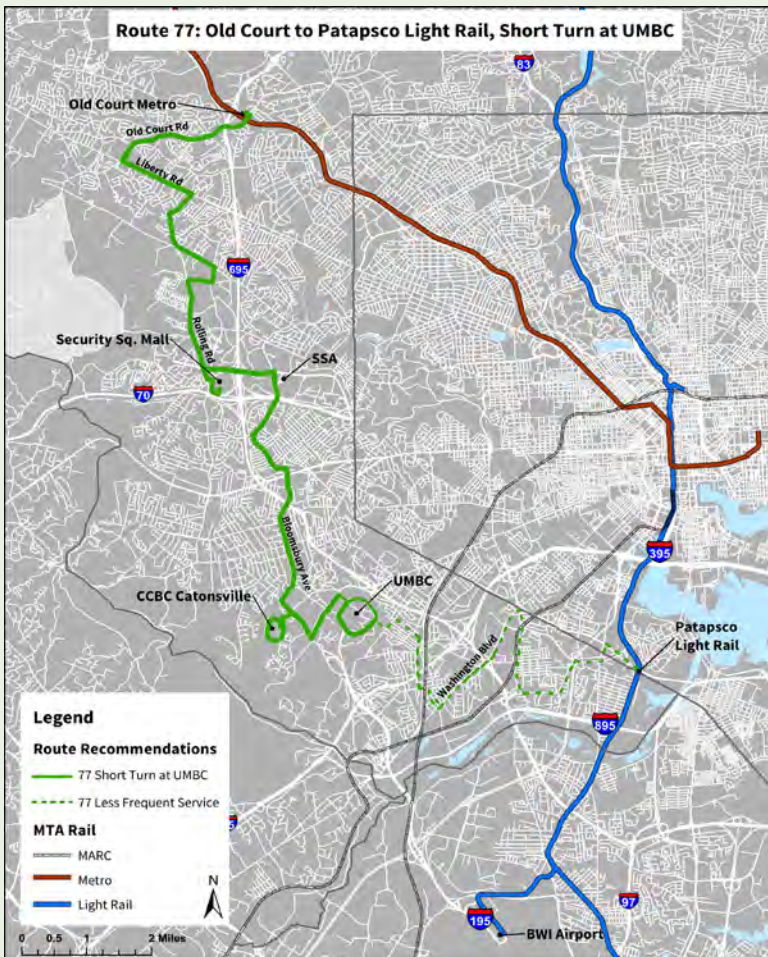
Short Turns

A short turn allows a transit system to focus a higher frequency of service along a more heavily used segment of a route while still serving other portions of the route.

CONCEPT:



Example

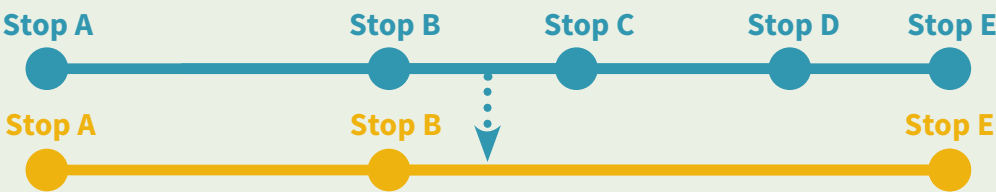


Question: Do you know of any area where a route could be served by a short turn?

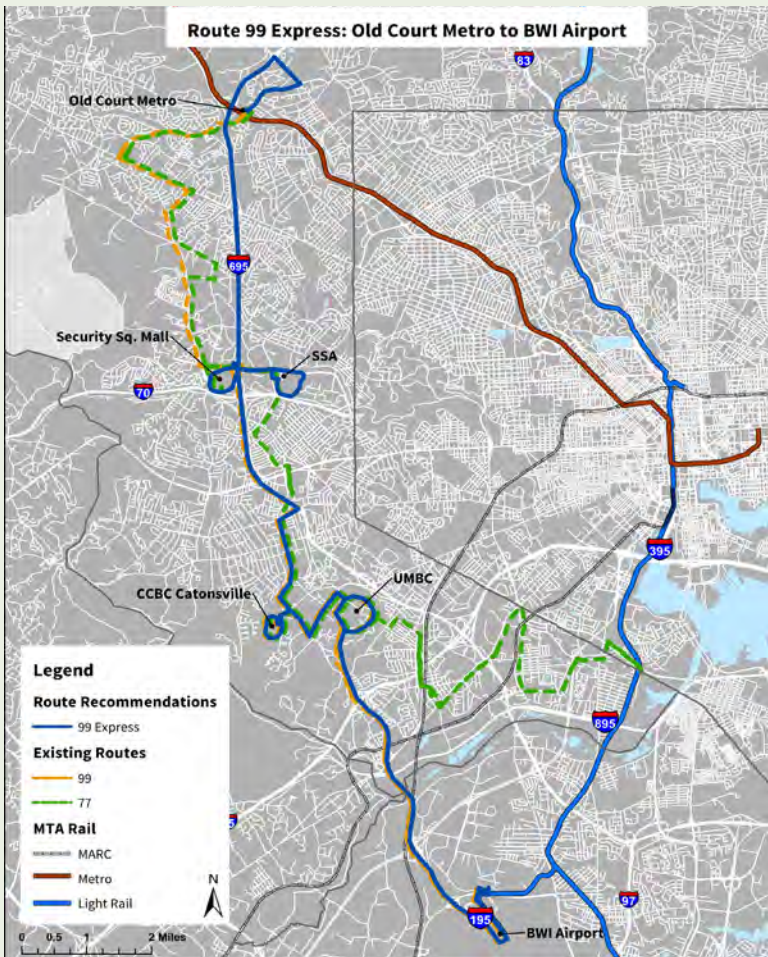
Service Type Revisions

Modifying a route into a different type of service, such as turning a local route into an express route (or adding express trips), can make it better serve passengers.

CONCEPT:



Example



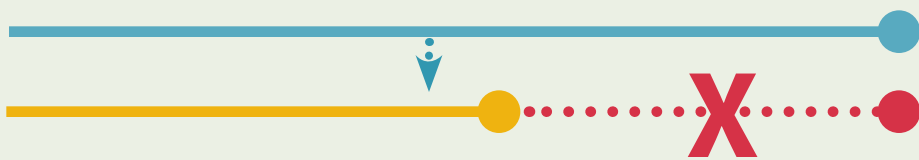
Question: Are there any service types or routes that should be altered to meet the demands of their riders?

Idea: Service Removal and Other Ideas

Segment Removal

Some route segments are duplicative of other services and/or hinder the performance of the rest of the route. Eliminating a segment of a route could increase frequency along the high performance segment of the route.

CONCEPT:



Route Removal

Some routes do not meet productivity goals and do not provide unique service that is not covered by other routes.

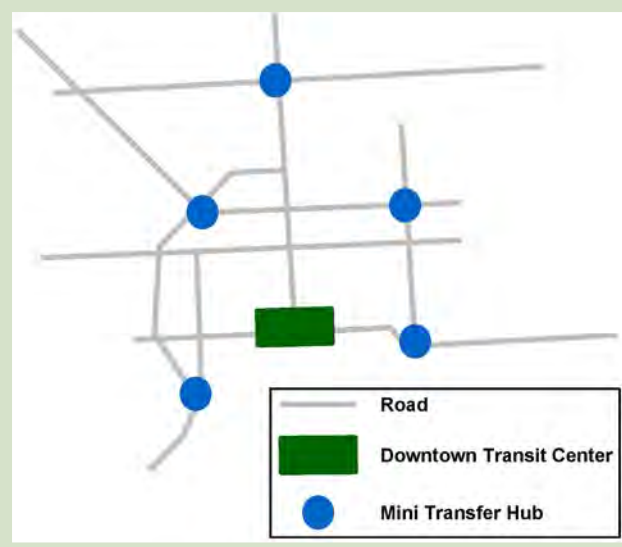
CONCEPT:



Question: Are there any routes you think should be eliminated?

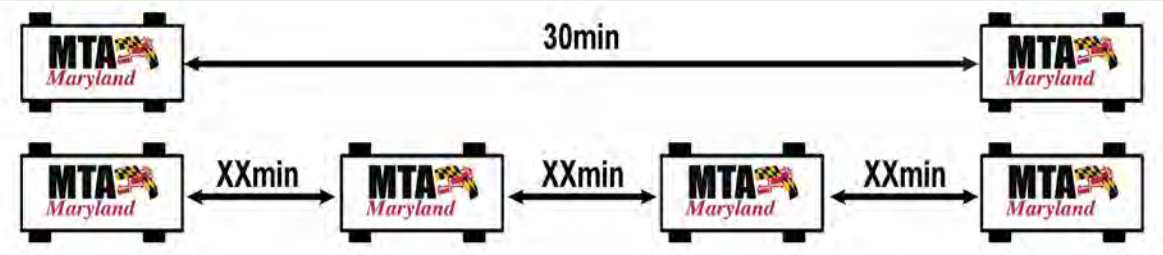
Downtown Transit Center or Several Mini Transfer Hubs

- Create a central transit center for easy transfer movements among many routes, *or*
- Create mini transfer hubs at several easily accessible locations to provide transfer options prior to entering the Downtown area

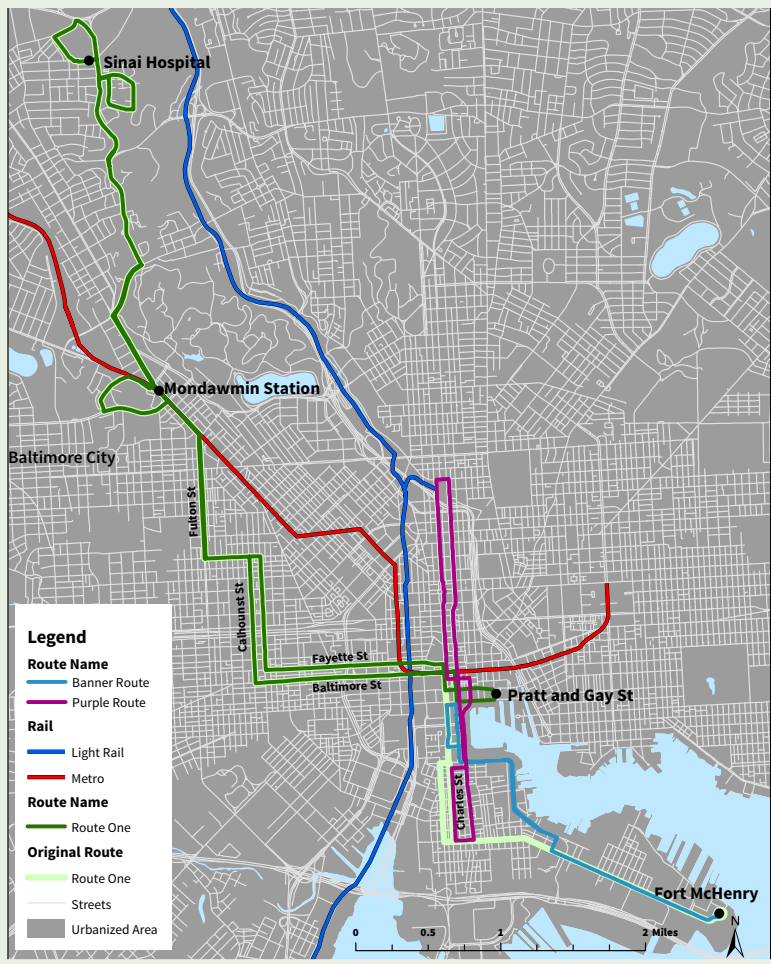


Frequent Bus Corridors

- Heavily utilized transit corridors with proposed transit improvements
- Buses come every XX minutes (timing to be determined)
- Several bus routes would operate along the corridor



Example



Question: Are there any route segments you think should be eliminated?

BNIP Timeline and Next Steps

BNIP TIMELINE



*Pop-up events are weather-dependent

Next Steps

- Compile Comments - all input received by November 8, 2013 will be considered:
 - Public workshops
 - Pop-up events
 - MindMixer
 - Phone, mail, email comments
- Develop draft service recommendations
- Develop implementation plan

To provide further input please visit:

- mtamaryland.mindmixer.com
- mta.maryland.gov/bnip

